

Division of Health Care Finance and Policy
Claims Update
January 30, 2009

Issue: Revision of Hospital Denial Reports to only include current denials from the last month of submission.

Update: Last summer, via Massachusetts Hospital Association Claims Technical Advisory Group meetings, providers requested that posted denial reports contain not only current denials (based on the applicable payment period) but “old” denials as well. The Division revised the denial reports to include current and old denials going back 90 days from the posting period. An HSN Claims Tracking Application was subsequently developed which gave providers an additional resource with which to research old paid & denied claims. Recent discussions with various providers have indicated that the majority find the denial reports cumbersome and would prefer that the reports revert back to only indicating current denials.

Given this information and the availability of the HSN Claims Tracking Application, denial reports (beginning with the March posting) will be revised to only include current denials from the last month of submission (mos). Providers seeking to research denials prior to the mos period can utilize the HSN Tracking Application available on INET.

Providers with questions regarding this update should contact the Division’s claim customer service center at (866) 697-6080.